

HEALTH AND HUMAN SERVICES ADMINISTRATOR I
HEALTH AND HUMAN SERVICES ADMINISTRATOR II
HEALTH AND HUMAN SERVICES ADMINISTRATOR III

Class No. 005287
Class No. 005288
Class No. 005289

DEFINITION:

Under general direction to plan, organize and direct a designated social or health services program, or division thereof; some positions may be utilized in an administrative staff function.

DISTINGUISHING CHARACTERISTICS:

Health and Human Services Administrator is a professional class series responsible for a wide variety of administration, operations and analytical tasks in a health and human services field. Positions in these classes are allocated to the Health and Human Services Agency. This class series differs from the Administrative Analyst class series in that the latter provides administrative and analytical support in the areas of budget and facility operations.

Health and Human Services Administrator I: This is the first-level management class of the series. Incumbents are responsible for the direction of a small, specialized program, function or subdivision of the Health and Human Services Agency (HHSA). Second-line supervision may be exercised through Eligibility Supervisors, Social Work Supervisors and supervising clerical classes. This class differs from the next higher class Health and Human Services Administrator II, in that the latter has a larger span of control and program authority for a major functional area of several units.

Health and Human Services Administrator II: This is a second-level management class of the series. Incumbents are responsible for managing staff and/or line activities of a major subdivision(s) of HHSA; Eligibility/Employment Offices, i.e., Family Resource Centers; Mental Health Clinics, i.e., Alcohol and Drug Services; Public Health Clinics, or Health Services Program Offices. Under general supervision, incumbents in this class manage several units in social or health services programs. This class differs from the next highest class Health and Human Services Administrator III, in that the latter manages several larger programs and is involved in union-management issues.

Health and Human Services Administrator III: This is the highest-level management class of the series. Incumbents are responsible for managing and directing a district office(s) of HHSA; Eligibility/Employment Offices, i.e., Family Resource Centers; Mental Health Clinics, i.e., Alcohol and Drug Services; Protective Services Offices, i.e., Adult/Child Welfare Services; Public Health Clinics; Health Services Program Offices, or managing and directing administrative level subject matter experts in Agency Policy and Program Support or Strategy and Planning Divisions of HHSA. Under general direction, incumbents in this class manage the most difficult and complex social or health services programs. This class differs from higher HHSA Administrative classes in that such classes are assigned to unclassified service, and are responsible for planning, implementing and evaluating specialized health or social services programs.

EXAMPLES OF DUTIES:

Plans, assigns and reviews the work of subordinates; establishes work quality and performance standards; prepares correspondence and complex reports; resolves administrative problems; instructs subordinates in the interpretation and implementation of program rules, regulations and policies; coordinates and maintains liaisons with other divisions, departments and relevant agencies; hires, trains and evaluates subordinates; develops and recommends program or operations policies and procedures; conducts and participates in management and staff conferences; prepares or directs preparation of grant related documents; prepares or directs preparation of proposed program

budget and related support documents; plans, coordinates and oversees facility maintenance activities; monitors workload; identifies and mitigates potential risks concerning operational, financial, and other (political/legal) issues; and other duties as required.

Health and Human Services Administrator II & III only (in addition to the above):

Administers budget; handles complex disciplinary issues.

MINIMUM QUALIFICATIONS:

Knowledge Level: T = Thorough; G = General; -- = Not Applicable

Classification Level: I = Health and Human Services Administrator I
II = Health and Human Services Administrator II
III= Health and Human Services Administrator III

Knowledge of:

I II III

T	T	T	County of San Diego personnel practices and procedures.
T	T	T	Departmental policies and procedures relating to income maintenance, public health, employment, mental health, adult or child protective services.
T	T	T	Principals of supervision.
G	T	T	Organization and function of social welfare and public health systems.
G	T	T	Automated information systems and department specific applications.
G	T	T	Management theory.
G	T	T	Administrative planning.
G	G	T	Facilities management/space allocation.
G	G	T	Fiscal management/budget.
G	G	G	Provisions of Welfare & Institutions Code.
--	G	T	Principles of labor relations.
G	G	G	The General Management System in principle and practice.

Skills and Abilities to:

The following apply to all classes:

- Communicate effectively, both orally and in writing.
- Direct, train and evaluate staff
- Analyze data
- Evaluate and resolve problems.
- Recommend appropriate courses of action.
- Effectively deal with emotionally charged situations.

EDUCATION/EXPERIENCE:

Education, training and/or experience that clearly demonstrate possession of the knowledge, skills and abilities stated above. Examples of qualifying education/experience are:

Note:

A master's degree in business, health, or public administration may substitute for up to one year of the required experience.

Health and Human Services Administrator I:

- a. Three (3) years as an Eligibility Supervisor, or equivalent; OR,
- b. Two (2) years as a Program Specialist I, or equivalent; OR,
- c. One (1) year as a Program Specialist II, Administrative Analyst II, or equivalent.

Health and Human Services Administrator II:

- a. Two (2) years of experience as a Health and Human Services Administrator I with the County of San Diego, or an equivalent position in a public sector environment, with responsibilities for the direction and operation of a specialized social or health services program, function, or subdivision of the Health and Human Services Agency or equivalent; OR
- b. Two (2) years experience as a supervisor (other than clerical) providing public assistance, employment or health services AND one (1) year of experience as a Program Specialist II, Alcohol and Drug Program Specialist II or Administrative Analyst II or two (2) years or experience as a Program Specialist I with the County of San Diego or an equivalent position in a public sector environment.

Health and Human Services Administrator III:

- a. Two (2) years of experience as a Health and Human Services Administrator II with the County of San Diego, or an equivalent position in a public sector environment, with responsibilities for the direction and operation of a specialized social or health program, function, or subdivision of the Health and Human Services Agency or equivalent; OR
- b. Three (3) years of experience as a Protective Services Supervisor in the County of San Diego or equivalent position in a public sector adult/child protective services division with responsibilities for the direction and operation of a specialized social program, function, or subdivision of the Health and Human Services Agency or equivalent; OR
- c. Three (3) years of experience as a Mental Health Program Manager, Alcohol and Drug Specialist III, or an equivalent position in a health related program, in a public social or health services department of a county or public agency with responsibilities for the direction and operation of a specialized health program, function, or subdivision of the Health and Human Services Agency or equivalent; OR
- d. Three (3) years of experience as an Administrative Analyst III in the County of San Diego or equivalent position in a public social or health services department of a county or public agency with responsibilities for formulating departmental policies and procedures, budget and fiscal analysis, administration planning relating to income maintenance, public health, employment, mental health, adult/child protective services or equivalent.

SPECIAL NOTES, LICENSES, OR REQUIREMENTS:

License:

A valid California Class C driver's license is required at time of appointment or the ability to arrange transportation for field travel. Employees in this class may be required to use their own personal vehicle.

Note:

Anyone hired into this class will be required to file a Conflict of Interest statement pursuant to Conflict of Interest Codes adopted by County agencies and departments and approved by the Board of Supervisors. Such statement must be filed within thirty (30) days of hiring date.

Working Conditions:

Some positions may involve exposure to emotionally disturbed persons and/or a requirement to work in dangerous, high crime areas of the community.

Background Investigation:

Must have a reputation for honesty and trustworthiness. Convictions, depending on the type, number, severity, and recency may be disqualifying. Prior to appointment, candidates offered positions in Health and Human Services Agency programs that deal with patients and/or drugs, will be subject to a background and security clearance.

Probationary Period:

Incumbents appointed to permanent positions in this class shall serve a probationary period of twelve (12) months (Civil Service Rule 4.2.5).